

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. Post GUATEMALA	2. Agency STATE	3a. Position Number 312201 A100536
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3b. Subject to Identical Position? Agencies may show the number of such positions authorized and/or established after the "Yes" block.

☐ Yes ☐ No

4. Reason for Submission

- ☐ a. Redescription of duties: this position replaces
(Position Number) _____, (Title) _____ (Series) _____ (Grade) _____
- ☐ b. New Position _____
- ☒ c. Other (explain) Re-advertising vacant position

5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority WHA/EX/FRC	Information Management Assistant, 1805	FSN-8		12.22.16
b. Other				
c. Proposed by Initiating Office	Computer Control Assistant, Series 1825			

6. Post Title Position (If different from official title) Computer Control Assistant	7. Name of Employee
8. Office / Section American Embassy Guatemala/IRM/ISC	a. First Subdivision Department of State
b. Second Subdivision Management Section	c. Third Subdivision IRM
9. This is a complete and accurate description of the duties and responsibilities of my position _____ Printed Name of Employee _____ Signature of employee Date (mm-dd-yyyy)	10. This is a complete and accurate description of the duties and responsibilities of this position _____ Printed Name of Supervisor _____ Signature of Supervisor Date (mm-dd-yyyy)
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position _____ Printed Name of Chief or Agency Head _____ Signature of Section Chief or Agency Head Date (mm-dd-yyyy)	12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. _____ Printed Name of Admin or Human Resources Officer _____ Signature of Admin or Human Resources Officer Date (mm-dd-yyyy)

13. Basic Function of Position

The incumbent is in charge of providing IT support to all ICASS subscribers; from creation/transfers of the account, applications configuration, permissions, workstation installation, peripheral devices and the proper administration of the technological resources of this diplomatic mission. Incumbent will provide support based on service requests submitted and emergencies phone calls made to the ISC.

14. Major Duties and Responsibilities

_____ % of Time

Provide IT support for hardware and software: Resolve connection problems, configure peripheral devices, support in using applications and training, replacing faulty equipment. (60%)
Create and configure user accounts: manage various networks and applications which require the configuration of each user's rights and permissions. (20%)

Manage and update applications: on IT world, it is necessary to continuously update applications and systems. The incumbent must keep the workstation and applications protected by running patches and updates. (10%)

Inventory: The incumbent will be required to keep track of all computer equipment, new equipment revenues, allocation of equipment to users, upgrades and replacement, and disposal thereof. (10%)

Note: This Position Description in no way states or implies that these are the only duties to be performed by the incumbent. Incumbent will be required to perform other duties as assigned by the Supervisor a/o agency.

15. Qualifications Required For Effective Performance

a. Education

Bachelor's Degree in Systems Engineering or Computer Science is required.

b. Prior Work Experience

At least four years of responsible experience in a program of technical or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems is required.

c. Post Entry Training

CompTIA A+

CompTIA Network+

IA-201 – Information Assurance Training for Systems Administrators

PS310 - Supporting CA Systems and Applications

d. Language Proficiency: List both English and host country languages(s) proficiency requirements by level (II, III) and specialization (sp/read).

Level IV (fluent) of oral and written Spanish and level IV (fluent) of oral and written English. Proficiency will be tested.

e. Job Knowledge

Common used systems like Windows, Linux and Apple OS experience and Microsoft Office High Level experience. Common Hardware maintenance (CPU, Printers and Scanner).

f. Skills and Abilities

Eagerness to learn, comfortable with the use of new technology, good organizational skills, excellent interpersonal and customer service skills, ability to accept and handle duties requiring responsibility. Level V (Thorough working knowledge) of computer skills.

16. Position element

a. Supervision Received

Overall supervision will be provided by the ISO, day-to-day supervision will be provided by the ISC LE Staff Supervisor.

b. Supervision Exercised

None

c. Available Guidelines

State Department and DS regulations and guidelines. DS Windows Security Configuration Guide, ISC SOPs.

d. Exercise of Judgment

Most common problems:

Hardware, failing, lost user's data files, user support (OS, Microsoft Office Suite, other applications running at post).



Most difficult problem:

Must be able to plan software updates, patches, LAN components changes without user disruption. Updates and patches usually have deadlines and jobholder needs to coordinate with users their installation of them and troubleshoot if any issues arise.

Complicated computer hardware/software problems, requires analytical skill and intuitive reason problem solving abilities.

e. Authority to make Commitments

Incumbent does not have authority to make commitments.

f. Nature, Level, and Purpose of Contacts

Jobholder will establish contacts with local vendors and/or computer-related service providers to complete or complement a service request to the ISC. For example, outsourcing contractors for network cabling.

g. Time expected to Reach Full Performance Level:

One Year.

DS-298 (Formerly OF-298)
04-2008